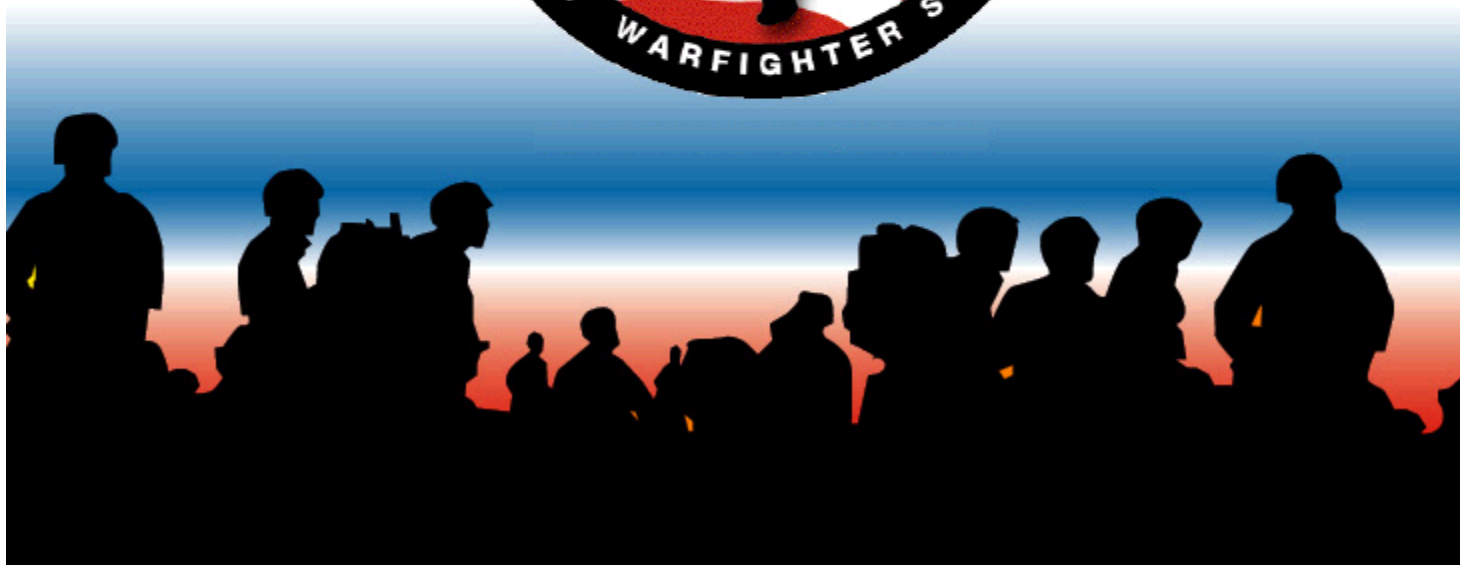


**Single Stock Fund National Operation Center
Total Service Desk (TSD) Version 6**

Offices of Primary Responsibility (OPR) Training Guide

May 2002



Single Stock Fund National Operations Center Total Service Desk

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Introduction

Welcome to Single Stock Fund (SSF) National Operations Center (NOC) Total Service Desk (TSD) Training Guide. This guide provides instruction for the Offices of Primary Responsibility (OPR) to access the SSF NOC TSD system and submit, view, and edit SSF problem reports, add comments, update status, view attachments, use the automatic e-mail features, search the problem report database, edit user information, and view problem report status.

SSF NOC TSD is a web-based, twenty-four hour global help desk application that provides the user the ability to generate and manage problem reports from any computer with an Internet connection. The SSF NOC defines and sets user access and permission levels. The level of user access controls the amount of user interface and information management within the problem reporting system. These levels are SSF User, SSF NOC, Merit Review Team (MRT), and Office of Primary Responsibility (OPR). This user guide applies to the OPR level.

Although anyone can submit a SSF system problem report, soldiers and installation support personnel must submit problem reports using their local command information guidelines and problem reporting process. The Single Stock Fund Customer Handbook contains responsibilities, general procedures and a description of the problem reporting process. You can view and download the customer handbook from the SSF website at <http://www.army.mil/ssf>. This process mandates research and initial problem resolution at the local level using the installation AMC CTASC, supply, and maintenance representatives, local subject matter experts, and the installation staff. Implementation teams may also be available to assist when they are on site.

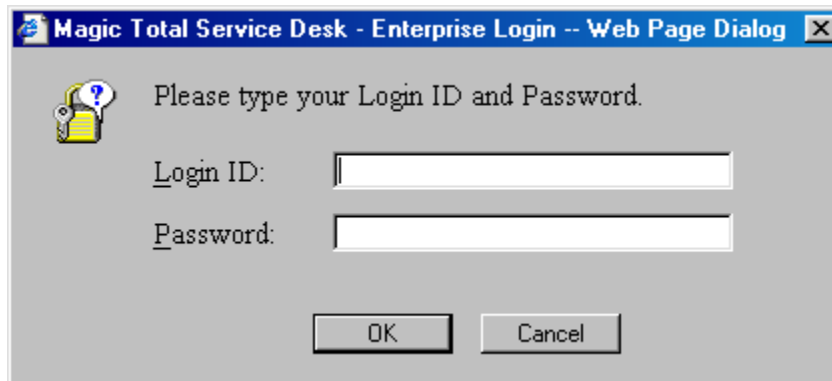
When the problem can not be resolved locally, a user submits the problem report through the Self Service Help Desk IAW the user's command policy. OPRs use TSD to review the problem report and enter their comments, a description of corrective actions taken, validation information, and any additional recommendations. TSD is also used to view NOC status reports.

How to obtain an SSF OPR user login

The NOC will assign user logins to the OPR representative(s). Your login ID will be in the format *First Initial* and *Last Name*, e.g., JRAGMAN.

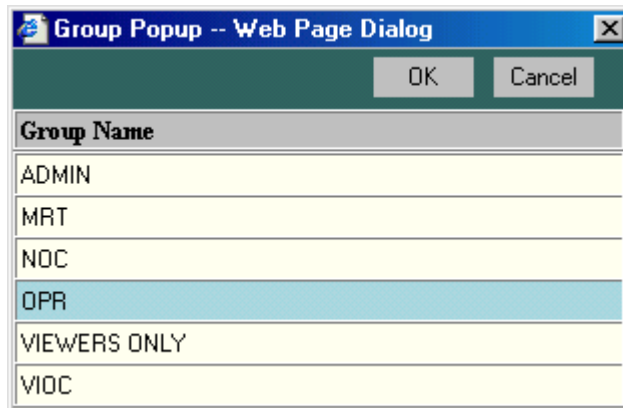
How to log in to the Total Service Desk

1. Open Internet Explorer (must be I.E. 5.5 with Service Pack 1 or higher, and html bindings loaded) and go to the web address <http://207.133.209.19/magictsd>. Press **Enter**. The login screen below will appear.
2. In the **Login ID** field, enter your first name initial and last name (or the login ID given by the NOC). If you have not established your own password yet, use the default password of “Magic” and press **Enter** or click **OK**. If you have problems logging in, please contact SSF NOC.



The screenshot shows a web page dialog box titled "Magic Total Service Desk - Enterprise Login -- Web Page Dialog". It contains a yellow padlock icon with a question mark and the text "Please type your Login ID and Password." Below this are two text input fields: "Login ID:" and "Password:". At the bottom are "OK" and "Cancel" buttons.

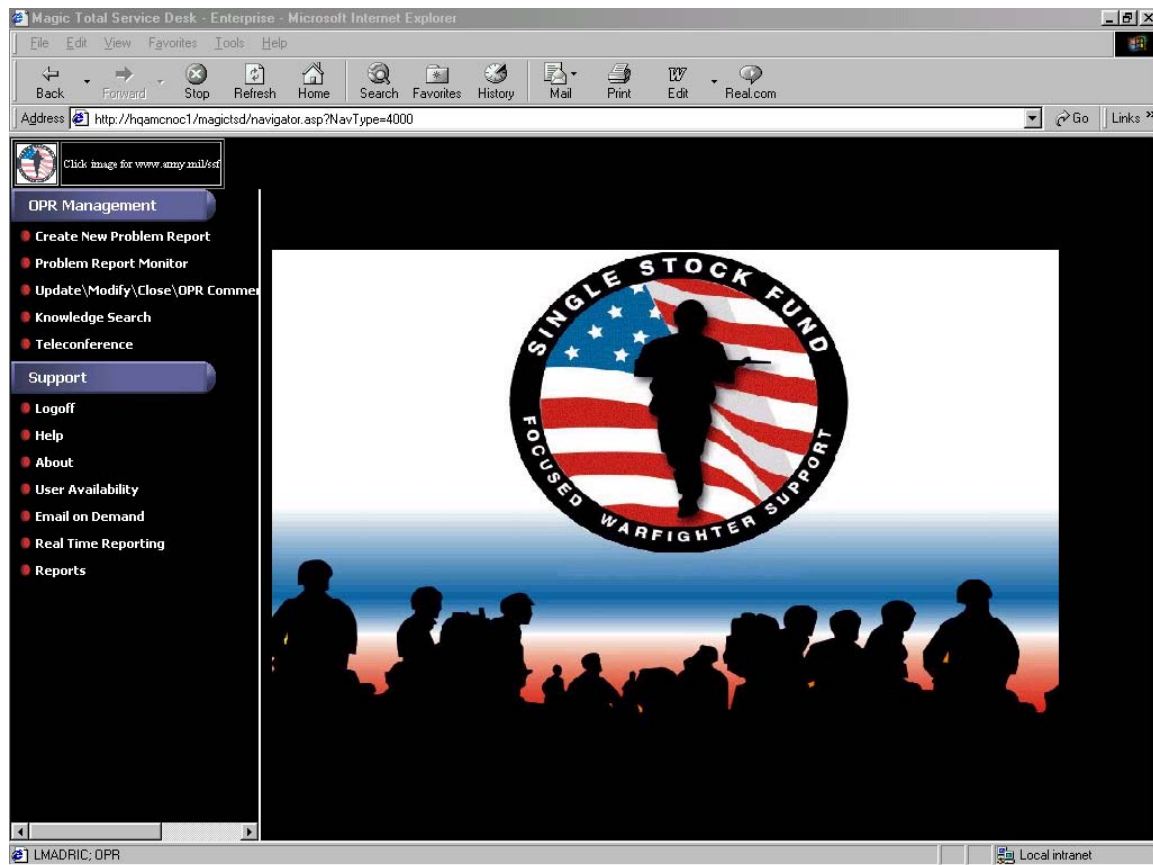
3. Highlight the user group for which you will be processing information (OPR) and click **OK**. (If you do not receive this screen, you are only in one group).



The screenshot shows a "Group Popup -- Web Page Dialog" box. It has a list of group names: ADMIN, MRT, NOC, OPR, VIEWERS ONLY, and VIOC. The "OPR" group is highlighted in blue. "OK" and "Cancel" buttons are at the top right.

Group Name
ADMIN
MRT
NOC
OPR
VIEWERS ONLY
VIOC

4. To establish your own password, select **User Availability** under **Support** in the Navigator Bar section. Complete the information fields and enter a password in accordance with the instructions below in **How to update User Availability**. Be sure to click on **Submit** to save the information and your password before exiting the contact information screen.
5. When you sign in, the SSF TSD screen will appear.



SSF Total Service Desk Main Menu Navigator Bar

The Navigator Bar appears on the left side of the SSF Total Service Desk screen.

OPR Management

The OPR Management section is used to create, edit, search, update, and close OPR actions on problem reports in the Total Service Help Desk system.

Create New Problem Report allows you to describe a problem, recommend and justify a priority, recommend a solution, and submit the problem report to the NOC for review by the SSF Merit Review Board.

NOTE: If you wish to submit a PR, please use the Self Service Help Desk (SSHD) at <http://207.133.209.19/magicsshd>. While the TSD allows you to submit PRs, the number of licenses limits the number of users that can be on line at the same time. Using the SSHD to submit PRs frees the TSD system for other uses and other users.

Problem Report Monitor is used to retrieve existing problem reports and to review complete record history. (MRT or OPR team members do not normally use this feature).

Update\Modify\Close\OPR Comments is used to retrieve, view, and edit problem reports, make OPR comments, and initiate automatic e-mail notification of OPR comments.

Knowledge Search is used to search the database for related PRs with a keyword or phrase. It also contains an interface for general Magic software support solutions.

Teleconference Minutes is used to enter and view SSF teleconference minutes.

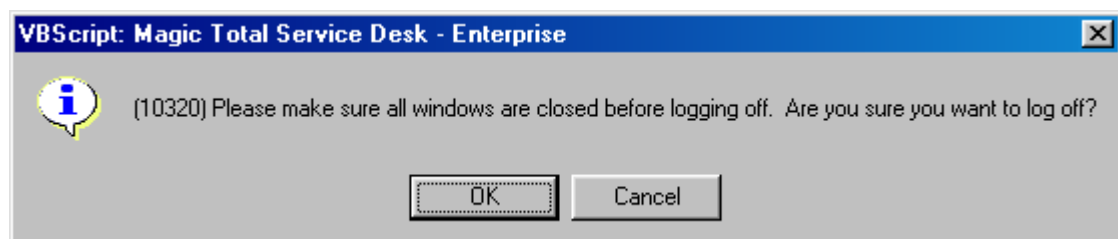
Support

The Support section contains additional help in using the Magic problem reporting software and contains the **Logoff** key to save data entered prior to exiting the system.

Logoff is required to save your entries, submit your PR, and exit the system.

IMPORTANT: If you are not using the system, please log off. The number of software licenses limits the number of users. Remaining idle while logged on will prohibit other team members from using the system to enter data. In addition, if you have been idle for 30 minutes, you will be timed out and logged off. If you were in a record, that record may be locked up. If there are no licenses available, the system will still allow you to log on, but you will be in a read only mode. If you edit or make additional entries, they will not be saved. If you are submitting a PR, please use the Self Service Help Desk at <http://207.133.209.19/magicsshd>.

When you click on **Logoff**, the following screen will appear. Click **OK**.



Help supplements the help buttons found on most Magic forms.

About shows version information.

Reports contain a number of reports from the NOC on problem report status. These reports are generated from the help desk database and contain real time information. You can download these reports in Crystal or MS Office formats. If you require any additional reports, please contact the NOC. For instructions, see **How to view, print and export reports** on page 19.

User Availability provides access to password changes and support staff availability options. Please update your contact information and create your password the first time you log in to the TSD.

Email-On-Demand allows you to compose and send e-mails from the TSD.

Real Time Reporting allows the retrieval of real time data. This will also allow the user to create customized reports. The system contains many prepared reports that you may modify and save for your individual use.

How to create and submit a new problem report

Click on the *Create New Problem Report* under OPR Management. The following screen will appear:

Client ID **Phone #** **Ext.** **Name**

Title **PR#**

Date Identified **Agency of Identifier** **Old PR Number** **Old TT Number**

Reporting Site **Name of Identifier** **Email**

DSNACOMM **Phone** **Opened** **Closed**

Problem Description:

Justification for Priority:

Recommended Action:

Action Take/Solution:

Actions: ☐ User ☐ System ☐ All

Date	Support Staff	Action ID	Description	Duration	Note
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Problem Report Details | Problem Report Attachments | OPR Tasks | MRT Comments | OPR Comments | Team Impact | Funding

LMADRIC: OPR Local intranet

Client ID - This is a read-only field. The Client ID will automatically show your user login and phone number.

Title - Click in the *Title* field. Enter a very short, concise title description of the problem.

Date Identified – Enter the date the problem is identified (usually the same date the PR is prepared). Click on the calendar icon at the end of the date field. A calendar will appear. Choose the month and year and double click on the day identified. Use the drop down menus to scroll to a different month or year from the default shown. The month, day, and year will appear in the box.

Reporting Site - Click on the icon located at the end of the field to produce a drop down menu with a list of reporting sites. You may use the search field by entering the first letters of your site name and clicking on *Search*, or scroll through the site names by clicking on *Next* until you find your site. Double click on your reporting site and it will appear in the field.

Agency of Identifier - Click in the field and type the name of your agency, unit, or installation.

Name of Identifier - Name of person who identified problem.

Email - Email address of person to contact about the PR. This will allow the NOC to contact that person with updates or questions.

DSN/Commercial - enter a DSN Phone number or commercial phone number. **Note:** if Phone is DSN, enter 999 for the Area Code.

Problem Description - Enter the best description. Explain details of the problem. How and when was it detected (during what process)? What transactions were involved (Document Identifier Codes)? What locations were involved (Routing Identifier Codes)? What happened that wasn't supposed to happen, or vice versa? What is the impact of the problem on system processing, data accuracy, etc? Provide at least three examples of problem transactions.

Note: Send examples to the NOC as email attachments. Start the subject line of the email with the problem report number (the three-digit number that will appear in the upper right field when you complete the PR entries and click the diskette in the tool bar at top to save). Include document numbers, transaction history, screen prints, and other supporting documents.

Justification for Priority - Explain the reason(s) for your recommended priority selection. Support your justification by completing the customer impact section at the bottom of the form.

Recommended Action - Enter your recommended solution and explain how it resolves the problem. List details of a solution you propose. Identify what system needs changing, what transactions and processes are involved, and how the recommended solution would resolve the problem.

NOC Problem Report : Create - Microsoft Internet Explorer

Action Take/Solution:

Assign to Information: Assigned To Name Group Name

Recommended Priority Discipline/Capability

Issue Category: Issue Category Alternate Issue Category

Business Systems (Check Those Impacted):

SARSS ☐ SOMARDS ☐ ISB ☐ SAMS ☐ WLMP ☐
STANFINS ☐ CCSS FINANCIAL ☐ MW SOFTWARE ☐ SAMS ITDA ☐ RTP ☐
SABRES ☐ CCSS LOGISTICS ☐ OTHER ☐ (Note Problem Type)

Current Status

Customer Impact: Frequency of Occurrence ☐
Dollar Value ☐
Workload Impact ☐
Metric Impacted ☐

NOC POC Name & Phone#

Actions : User System All

Date	Support Staff	Action ID	Description	Duration	Note
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Problem Report Details Problem Report Attachments OPR Tasks MRT Comments OPR Comments Team Impact Funding

ABROMEN, NOC Local intranet

Recommended Priority – Use the drop down menu to select your recommended priority. Double click your selection and it will appear in the field. The SSF NOC Merit Review Team will determine the final priority.

Discipline/Capability - Click the icon at the end of this field to view the drop down menu choices for the area where the problem exists. Double click the appropriate selection.

Issue Category – Use the drop down menu to view choices for the category that best fits the type of problem. Double click to select.

Alternate Issue Category - If there is more than one issue category for the problem you are reporting, you may select an alternate.

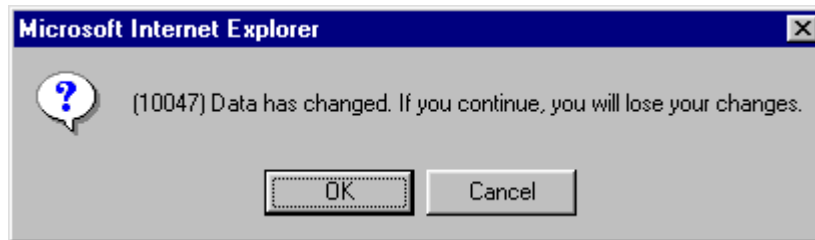
Business Systems - Click in the field next to the system or systems that are impacted. If you choose **Other**, type in the system affected in the field below **Note Problem Type**.

Customer Impact - Click in the field that describes the impact and enter specific, accurate comments in the adjacent field. The Merit Review Team will review this data when determining the final priority of your problem report.

When you have completed your entries in the above fields, scroll back up to the top of the form and click on the diskette icon in the tool bar at the top left of the screen. This will save the PR and automatically assign it a PR number. The PR you submitted will appear after the save. This is confirmation of your PR.

IMPORTANT: Some entry fields are mandatory to complete the problem report. You will get a warning window and the PR will not be saved until you complete the required entries. Also, if you do not click the diskette icon and log off the help desk system, your problem report is not saved. It will not reach the NOC.

To exit the **Create New Problem Report** screen without submitting the problem report, choose any other menu in the navigator bar. You will get a warning window stating that “Data has changed. If you continue, you will lose your changes.” If you did not wish to make any entries or save what you entered, click **OK**.



How to use Update\Modify\Close to enter OPR comments

Use this menu selection to retrieve, view, and edit problem reports, make OPR comments for, and initiate automatic e-mail notification of OPR comments.

Click on **Update\Modify\OPR Comments** on the Navigator Bar.

Remove the check mark on **Staff** by clicking in that box. The Open Problem Report list will appear.

The screenshot shows a web application interface for managing problem reports. At the top, there are search filters: a checkbox for 'Staff' (checked), a text box for 'ABROMEN', a 'Polling (minutes)' box set to '30', a checkbox for 'Work Group' (unchecked) with 'MRT' in the text box, and a checkbox for 'All Staff members for this group' (unchecked). Below these are navigation buttons: 'Sorted By: Company ID', 'ReQuery', '< Previous', and 'Next >'. A status filter section shows 'Status : ☒ Open ☐ Closed ☐ Both' and a text box for 'Enter filter criteria here'. The main table displays a list of problem reports with columns: PR#, Date, Sequence Number, Old PR Number, Old TT Number, Group Name, Status, Title, and Open. The table contains 10 rows of data. At the bottom, there are tabs for 'Help Desk', 'Work Orders', 'Follow Up', and 'Purchase Requests'. The status bar at the very bottom shows 'ABROMEN; MRT' and 'Local intranet'.

PR#	Date	Sequence Number	Old PR Number	Old TT Number	Group Name	Status	Title	Open
BG	02/02	634			PM ALIS	OPEN	SARSS Catalog Does Not Match FEDLOI	2/15/
BG	01/11	613			MIDDLEWARE	OPEN	OP/PROJ E Stock SARRS-1 Transaction	11/19
BG	01/02	422	2001-03-025	BG-025	PM ALIS	OPEN	YLD DODAAC Transactions Not Receive	2/28/
BG	01/01	351	2001-02-026	BG-007	DFAS IN	OPEN	ISB is not creating a Customer Return Sur	1/29/
BG	01/01	357	2001-02-028	BG-012	DFAS IN	OPEN	ISB not posting Return Advice Code on A	1/29/
BG	01/01	347	2001-02-005	BG-003	DFAS IN	OPEN	Wrong Element of Resource (EOR) in STA	1/26/
BG	01/01	308	2001-01-026	BG-001	PM ALIS	OPEN	No Transportation Fund Cite on Source of	1/2/0
CA	02/03	640			CSC STL	OPEN	SSF Replenishment Requisitions Not Goir	3/6/0
CA	02/02	635			CSC STL	OPEN	DAD/DAC Adjustments on Project Coded	2/22/
CA	02/02	631			PM ALIS	OPEN	D6Ks received from SSF sites that do not	2/8/0

Select the PR **Status**. Search a list of all the **Open** problem reports or all the **Closed** problem reports by selecting and clicking the appropriate button. To search all the problem reports, select **Both**.

To **Sort** and **Search** to find the PR you want to view, double click on the desired column title. (The lettering will turn **blue**). The column labeled **PR#** displays the prefix the NOC uses to identify the MACOM CTASC or MSC. The column labeled **Date** identifies the year/month the problem was submitted. The column labeled **Sequence #** contains the problem report number. To sort and search by PR number, double click on the **Sequence #** column. In the **Sorted by Sequence #** field at the top, enter the last 3 (or 4) digits of the PR number you wish to view and press **Enter** or click **ReQuery**. The information row for that PR will display. Double click on the PR row and the problem report information and edit screen for that PR number will appear.

To sort and search PRs assigned to a particular OPR, double click on the column titled **Group Name**. Enter the OPR name (e.g., PM ALIS) in the **Sorted by Group Name** field at the top. A list of all the PRs assigned to that OPR will appear. Double click on the row for the PR you wish to review or edit.

You may also sort and search by the old PR number or the old trouble ticket number (prior to November 2001) or any other column heading sort you desire. Double click on the column title (the lettering will turn blue). In the upper left corner of the screen the words **Sorted By** will appear, followed by the column label you chose for the sort. In the blank field to the right, enter your sort criteria, e.g., old PR number or group name, and click **ENTER** or **ReQuery**.

View - Scroll up and down in the individual fields or left and right in the rows to see all of the data. To view a particular problem report, move the cursor over the row of the desired PR to highlight it (row turns blue) and double click. The problem report information and edit screen will appear. Double click on blue header area or the maximize icon to enlarge the screen.

An example of a PR screen is shown below. The problem report number, displayed at the top right of the form, is LW 01/06 540. 540 is the unique number assigned to this PR.

Double click blue header area or click on the maximize icon to enlarge the screen.

Microsoft Word - MRT 020206 edit

File Edit View Insert Format Tools Table Window Help

NOC Problem Report : 540 VKINAKIN Open - Modify - Microsoft Internet Explorer

Open Calls Assign To Actions

Client ID VKINAKIN Phone # (999)347-3387 Ext. Name Virginia Kinakin

Title FIN RIC Mailboxes for Off-post Customers PR# LW 01/06 540

Date Identified 6/22/01 12:08:52 A Agency of Identifier Lewis Team Old PR Number 2001-06-012 Old TT Number LW-030

Reporting Site 304TH MMC Name of Identifier Virginia Kinakin Email kinakin@lewis.army.mil

DSN/COMM DSN Phone 347-3387 Opened 6/22/01 12:08:52 AM Closed

Problem Description:

Problem: Off-post customers can't track expected credit from open Depot Return Summary records in ISB because the F09 containing the D6 is processed on the AWCF F09 for the servicing installation, not the DFAS support activity for the installation, not the DFAS support activity for the off-post customer.

Justification for Priority:

Impact: Off-post customers do not have visibility of expected credits because the D6s are processed on the AWCF F09 for the servicing installation.

Recommended Action:

Establish a separate FIN RIC mailbox on the supporting CTASC to capture the F09 transactions based on the Financial Work Center code in SARSS. Parent installation DRMs for the off-post customer can pull the F09s from the mailbox, and forward to the DFAS support activity for processing in ISB. This will establish the appropriate Depot Return Summary in ISB, which will close when the Interfund Bill is received. Off-post activities will then have timely visibility of credits, and the ability to track outstanding credits in a more timely manner, using the same tools as all other activities.

Actions : User System All Total Duration: 00:18:59 Page 1 of 1 (7 records)

Date	Support Staff	Action ID	Description	Duration	Note
2/21/02 5:14:25	ABROMEN	STATUS UPDATE	PR Status Update	00:00:31	21 Feb teleconf: SCR CB3-ASSF-1025 scheduled for DFAS Release
2/18/02 1:01:19	ABROMEN	NOC COMMENTS	NOC Comments	00:02:17	ISB SAT trip report from Steve Dare: ISB Release 05-10 - Off-post r
2/6/02 8:25:10	ABROMEN	NOC COMMENTS	NOC Comments	00:01:30	5 Feb note from Paulette after talking with DFAS: testing in SAT for
1/29/02 10:04:5	ABROMEN	STATUS UPDATE	PR Status Update	00:01:21	29 Jan 02: The ISB portion of fix is in SCR CB3 ASSF 1025 and wil

Problem Report Details Problem Report Attachments OPR Tasks MRT Comments OPR Comments Team Impact Funding

Start Inbox - Microso... Exploring - Noc Microsoft Word... Magic Total Se... Tech Monitor - ... NOC Proble... 6:47 PM

Adding/reviewing OPR comments on a problem report

OPR members will use **OPR Comments** to provide notification of projected fix and validation dates, ECP numbers applied to fix the problem, and other pertinent status information. The NOC will use the **OPR comment** entries to change the entries in the OPR task and update the current status of the PR. See examples of the OPR task screen in the section below.

Click on the **OPR Comments** tab.

To add a comment, right-click in the blank area below the comment line and select **Add New OPR Comment**.

The screenshot shows a web browser window titled "NOC Problem Report : 351 WILLIAMS Open - Modify - Microsoft Internet Explorer". The interface includes a header with navigation links: "Open Calls", "Assign To", and "Actions". Below this is a form for client information: "Client ID" (WILLIAMS), "Phone # (DSN)870-5046", "Ext." (Williams), "Name" (Polly Williams), and "Williams". The main form contains fields for "Title" (ISB is not creating a Customer Return Summary Record/F09 for all D6As), "PR#" (BG), "Date Identified" (1/29/01 12:04:28 AM), "Agency of Identifier" (Stewart RM), "Old PR Number" (2001-02-026), "Old TT Number" (BG-007), "Reporting Site" (FT_STEWART), "Name of Identifier" (Polly Williams), "Email" (Polly.Williams@stewart.army.mil), "DSN/COMM" (DSN), "Phone" (870-5046), "Opened" (1/29/01 12:04:28 AM), and "Closed". Below these are sections for "Problem Description:", "Justification for Priority:", "Recommended Action:", and "Action Take/Solution:". At the bottom, there is a table with columns "PR Number", "Last User", "Last Modified", and "Comments". A button labeled "Add New OPR Comments" is positioned above the table. The "OPR Comments" tab is selected in the bottom navigation bar.

1. Click on the **OPR Comments** tab.

2. Right Click in blank area to display **Add New OPR Comments**. 3. Left click to select

Type your OPR comment in the open field. Include information on software change package numbers, projected fix dates, projected validation dates, changes to projected dates, and other information to update the progress toward problem resolution.

OPR Comments : Create - Microsoft Internet Explorer

Click to Save Comments

Office of Primary Responsibility Comments

PR Number 634

Comments

Enter in OPR Comments. There is a 255 character limit.

LMADRIC: OPR Local intranet

After entering a comment, click on the diskette icon to save the comment. The OPR comment screen will close after the save.

An automated **Email Flash message** will be sent out to the OPR and NOC team members, alerting them that comments were made to the PR. Team members may then review the comments. The NOC will use your comments to enter PR status updates as necessary.

How to read OPR comments from other OPR members

Click on the **OPR Comments** tab. To read an existing comment, select the desired comment line and double click to read.

Below is an example OPR Comment screen. To exit the screen without making changes, close the screen window.

NOTE: This screen can also be used to edit the comments or delete them. If you make any changes, you must save them by clicking on the disk icon. To delete the comment, click on the garbage can (delete) icon. Edit only your own comments. The NOC is responsible for the audit trail of each PR. Do not delete comments without coordinating with the NOC.

Click here to close this screen.

Office of Primary Responsibility Comments

PR Number 422

Comments 14 Mar: YLD purge ECPS LTY-A155-341 and L1Q-A155-881 and 883 were installed at SIT on 12 Mar. Will be validated during the SIT. LTY-A155-355 will be installed at the VIOC on 15 June.

Recommended Action:

SARSS should have an interactive process which would allow the user to create and push the YLD DODAAC transaction down to the SARSS-1.

Action Take/Solution:

Page 1 of 1 (2 records) << >>

PR Number	LastUser	LastModified	Comments
422	MKELLER	3/1/02 11:34:29 AM	30 Jan 02: PM ALIS gave fix date as 12 Mar 02, will be validated during SIT. This is a test
422	ABROMEN	3/14/02 9:15:46 AM	14 Mar: YLD purge ECPS LTY-A155-341 and L1Q-A155-881 and 883 were installed at SIT on 12 Mar. Will be validated during the SIT. LTY-A155-355

Problem Report Details Problem Report Attachments OPR Tasks MRT Comments OPR Comments Team Impact Funding

LMADRIC; OPR Local intranet

How to use OPR Tasks to assign, review, or edit problem report information.

Click on the **OPR Tasks** tab. The screen below will appear.

Task Information

Projected Fix Date: 3/1/02 1:05:37 PM OPR: Middleware

Projected Val Date: 5/3/02 7:53:21 AM Comments:

SW Change Package: MIDDLEWARE SW Change #: CR 1766

Task Description

The maintenance of OP/PROJ stocks requires the processing of loans, receipts, and requisitions that require the assignment of O/P codes other than "E". All loan transactions use O/P code of "L". Receipts are initially processed as O/P "A" and if the receipt priority is set correctly, then are adjusted to "E". Excess stocks would use O/P "M" to report if necessary. Currently requisitions are routed to "A/J2" as the source of supply by middleware as O/P "A", however, upon receipt, as mentioned above, the O/P is changed to "E" and a DIC DAD is generated

Task Resolution

Develop and publish policy/procedures to get asset visibility to AP5/A35 thru SARSS and Middleware. Once approved these procedures will be passed to MW/ to develop specific program changes.

Actions : ☒ User ☐ System ☐ All

Date	Support Staff	Action ID	Description	Duration	Note Exists
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Task Details

LMADRIC; NOC Local intranet

Based on the recommendations of the Merit Review Team, the NOC will open an OPR task, thereby assigning a PR to the appropriate OPR. This action by the NOC will send an automated email to the OPR distribution list to notify them of the OPR assignment. The OPR Tasks screen contains fields for projected fix dates, projected validation dates, and SW change package numbers. The OPR will provide the NOC with information to update the OPR Tasks screen by entering the information or updates in the OPR Comments section of TSD. When an OPR enters a comment in TSD, the system sends an automated email to the NOC and OPR distribution lists. This will alert the NOC to review the new comment and change the information on the OPR Tasks screen as necessary. Only NOC personnel will open, update, or close an OPR Task

How to use the knowledge base to search for related problem reports

1. Click on **Knowledge Search** on the Navigator Bar. The search screen below appears.

Enter The Problem Description

D6A

☒ Search SIR Knowledge Base

Minimum Accuracy (%) 50

Minimum Words To Match 1

☐ Search External Documents

< Back Forward > Solution

Get	Title	Source	Accuracy
	D6A's received from MW for Ft Lewis OMA-NON SSF players. All rejected in CCSS and no credit will be given EX: WK4K7T01059001, NSN 6650-01-152-7161, WK4K7Y01169054, NSN 1015-01-076-6691 submitted to B14 (SOS)	Help Desk	55%
	Problem Description: There is a requirement to process a customer turn-in (DIC D6A) into a numeric ownership code account in the AWCF SARSS1. Currently, the SARSS1 turn-in logic is to process and output the turn-in transaction (DIC D6A) in OP A and then crosslevel the assets (DIC D9D/D8D) into the numeric ownership account where the requirement exists. This results in the DIC D6A transaction generating erroneous turn-in credits to the customer based on the credit table. Credit reversals will be required if credit is given. Impact: SARSS functionality is lacking this capability.	Help Desk	52%
	9ISB is not creating a Customer Return Summary Record for all D6A's that are on the F09 tape.	Help Desk	51%
	The attached situations deal with D6A transactions that have posted on both the storage location and MSC records and then showing up on End of Day as a mismatch (as if the records had not processed). The second is the D6K/D6A transactions processing on both records, and showing the same scenario as above.	Help Desk	50%

javascript:GetSIRArticle('1_565') Local intranet

2. Enter a problem description or a keyword(s) and click **Search**. The search will research all the problem descriptions in the database for a match or matches.

NOTE: You can find the problem report number referenced in the text displayed by placing the cursor over the icon in the **Get** column and looking at the remark in the status bar at the bottom of screen. The last 3 (or 4) numbers is the PR Number. In the example above, with the cursor placed over the icon in the **Get** column, the comment “javascript:GetSIRArticle(‘1_565’)” appears in the status bar at the bottom of the screen. The PR number is 565.

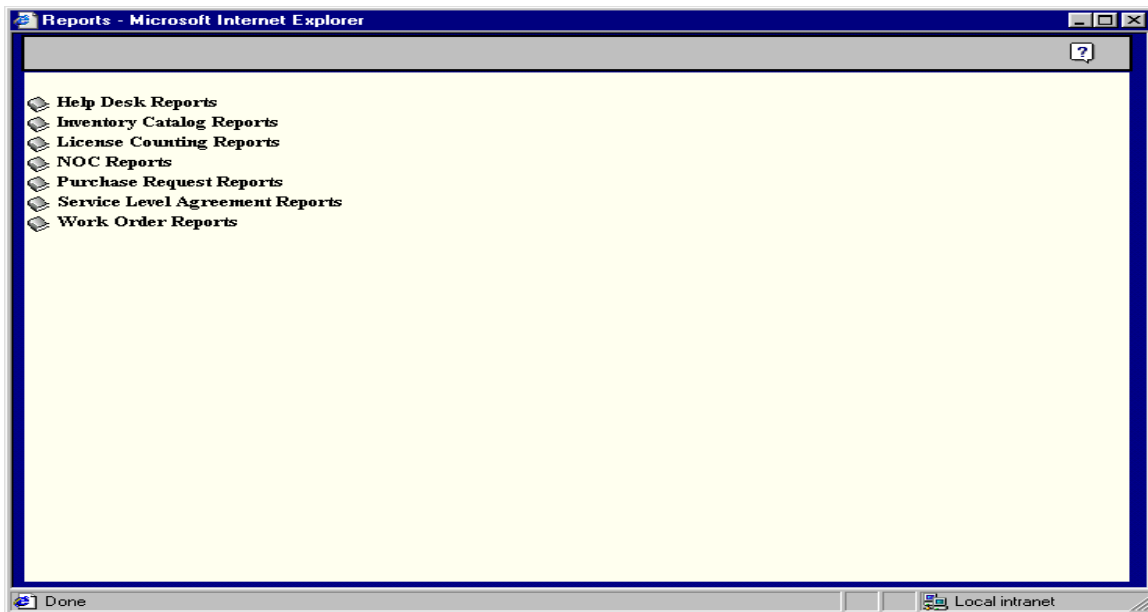
3. Browse the search results. Click on the text field to view the selection details. Click **Back** to return to the other selections.

NOTE: There is a capability to search external documents (on your local hard drive). This guide does not provide instructions for this capability.

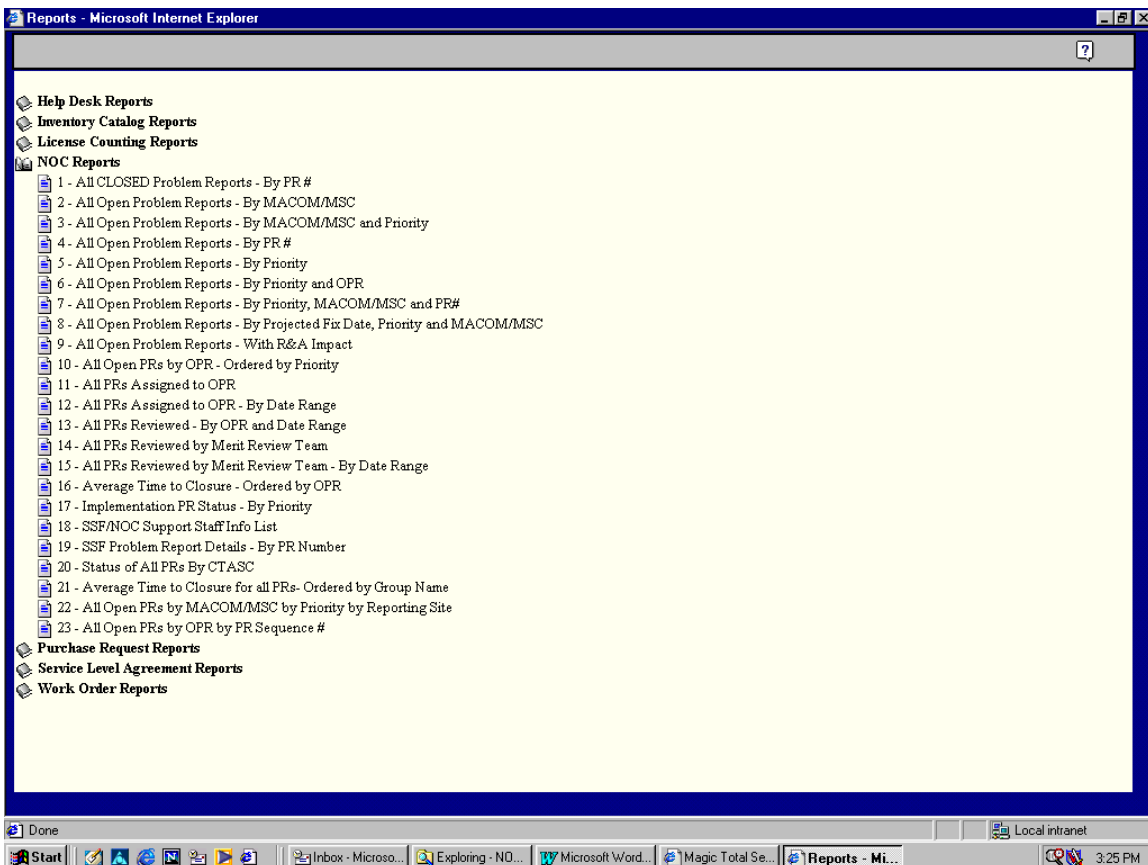
4. To exit the screen, select one of the other menus from the Navigator Bar.

How to view, print, and export SSF NOC reports

Select **Reports** under the **Support** navigator bar. The screen below will appear.



Click on the book icon before **NOC Reports**. The screen below will appear.



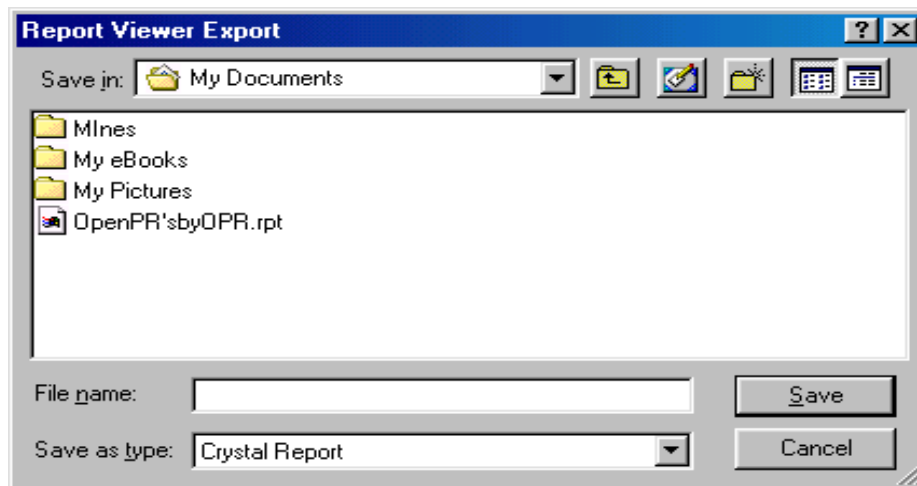
Click on the text of the desired report. Below is the screen for Report #25 – ***All Open Problem Reports by OPR by PR#***. (It is the report used for the weekly NOC teleconferences).

PR #	Date	Title	OPR	POC	Proj Fix	Proj Val	Status as of 4/16/02
1 CA-00/12-264 2000-12-003	12/01/00	Credit/Values/Indicators for NIMSC 5 Items	CSC-STL	BEUFINGER	3 4/30/02	None	13 Feb: Asset Manager will be completed; Reqt ECP not approved - will fund this FY
2 CA-00/12-301 2001-01-001	12/21/00	CCSS passing NIMSC 5 replenishment requisitions to PICA	CSC-STL	BEUFINGER	2 4/30/02	None	29 Jan 02 CSC-STL report of the two ECPS are for ASRP1AMC200110611 and on contract; QSM2001CEC122201 not approved. Projected for April 02.
3 CA-01/01-369 2001-02-008	01/30/01	Battery Redistribution	CSC-STL	BEUFINGER	2 4/30/02	None	4/4/02 - CSC-STL report ON CONTRACT: ASRP1AMC200110608 ASRP1AMC200112801 ASRP1AMC200112802 ASRP1AMC200112803 completion on the 4 EC this PR.

View Reports - To center the report in your window, click on the toggle icon in the tool bar of the report screen (the icon just to the left of “100%” view size field). Use the scroll bars as necessary to view the entire report.

Print Reports - Click on the printer icon in the tool bar at the upper top left of the report screen. Your printer’s print screen will appear. Select ***Properties***, change to ***Landscape*** or ***Portrait*** as necessary, and click ***Print***.

Export Reports - click on the envelope with the red arrow icon in the tool bar at the upper left of the report screen. The screen below will appear.



Save in - Click on the drop down arrow in the **Save in** field and choose where you want your document to be saved on your local hard drive.

File Name - Type in the name of the file you want to call your report.

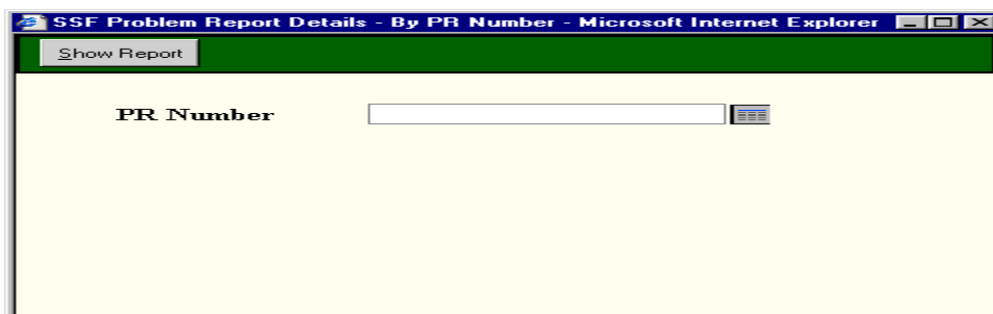
Save as type - You can save the report as a Word document, Excel or Rich Text. You can save as Crystal if you have Crystal Reports software. **NOTE:** when saving the report as Text, Word, or Excel, you may need to adjust the format of the saved report.

Click **Save**.

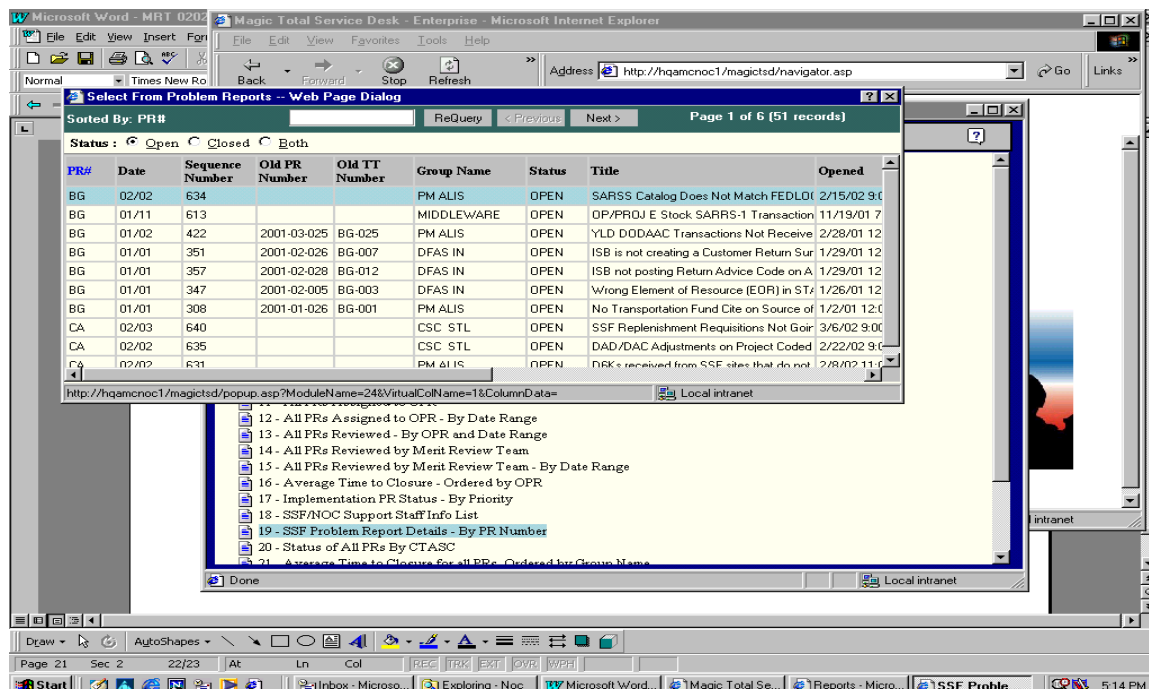
To refresh data - Click the yellow lightning bolt in the upper top left of screen. This will ensure that the report reflects the most current PR data.

To exit the report - Close the file as you would in Microsoft Internet Explorer. The SSF Help Desk screen will reappear.

To print copies of individual PRs – The “*SSF Problem Report Details – By PR#*” (*report #19*) report will produce a complete copy of any PR with all information in the fields visible on the printed copy. When you select this report, the following screen will appear:



Enter the last three (or four) digits of the PR number you wish to view or print and click **Show Report**. The PR will appear. View, print, or export the PR as instructed above. When you export this report as an MS Word file format, you will NOT have to reformat the result. If you wish to search the PR database for the PR you wish to view, print, or export another PR, click on the icon at the end of the open field and the PR selection screen below will appear. Double click on the row of the desired PR and its number will appear in the PR number field. Click **Show Report** and proceed as above.

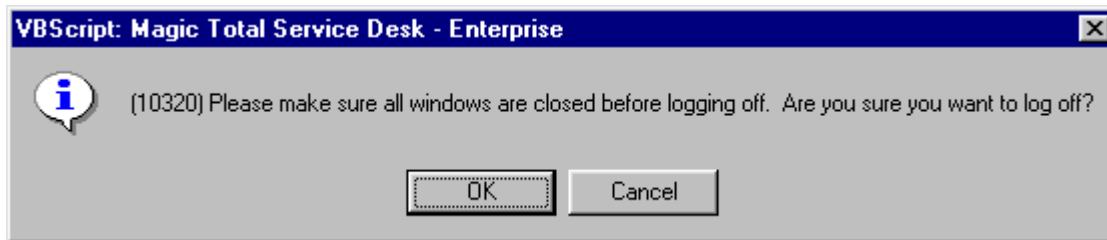


To exit the report screen - Close the report window as you would in Microsoft Windows.

IMPORTANT: Do not exit the SSHD program without clicking **Logoff** on the Navigator Bar.

Logging off of Magic TSD

1. Click on **Logoff** from the Support options area



2. Select **OK** to complete the Logoff process
3. A Banner Screen will appear with **Logoff Successful**. If you wish to sign on again as a member of another assigned group (e.g., OPR, or VIOC), select **Cancel** within 5 seconds. The log in screen will reappear.

